



KING COUNTY

CUSTOMER SERVICE SPECIALIST II DEPARTMENT OF JUDICIAL ADMINISTRATION FINANCE AND INFORMATION SERVICES DIVISION

Hourly Rate Range \$16.1570 - \$20.4799

Job Announcement No.: 03ES3648

OPEN: 8/13/03 - CLOSE: 8/22/03

WHO MAY APPLY: This position is open to King County career service employees and the general public in that order of preference.

WHERE TO APPLY: Required forms and materials **must** be sent to the Department of Judicial Administration, **516 3rd Ave., Room E609, Seattle, WA 98104**. Applications materials **must be received by 4:30 p.m. on the closing date**. (Postmarks are **NOT ACCEPTED**.) Contact Kathei McCoy at (206) 296-7891 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: 516 3rd Ave., #E609, King County Courthouse, Seattle, WA

WORK SCHEDULE: This position is overtime eligible. It works a 40 hour work week; Monday through Friday, 7:30 a.m. - 4:30 p.m.

PRIMARY JOB FUNCTIONS: This position interacts heavily with varying levels of the public, members of the Bar, Court, law enforcement and other government agencies and works in a high activity environment. Responsibilities include but are not limited to:

- Provide information and assistance to the public at the counter and on the phone.
- Process written correspondence.
- Research and copy court records using computer and microfiche/microfilm.
- Assist public with forms/procedures related to domestic violence and antiharassment protection orders.
- Coordinate and track documents and ex parte orders submitted for court commissioner's signature.
- Use cash register to calculate and account for daily transactions.
- Work in a team setting, including helping other sections in order to meet department deadlines.
- Receiving, processing and interpreting legal documents.
- Perform other Clerk's functions as ordered by the Court.
- Provide back-up for Courtroom Clerk.

QUALIFICATIONS: High school diploma or equivalent. Minimum two years of general office experience performing a variety of responsible complex duties of moderate difficulty, in positions which involved independent judgment and extensive knowledge of policies, procedures and responsibilities of an office.

Must also have demonstrated knowledge or ability in the following areas:

- A minimum of two years providing excellent customer service to the public in situations requiring tact, discretion and diplomacy.
- Demonstrated ability to deal effectively with difficult customers.
- Proven ability to handle multiple tasks simultaneously with extreme accuracy, while establishing priorities.
- Strong and effective communication and interpersonal skills.
- Be punctual and attend work on a steady, consistent basis, 5 days/week with some overtime required.
- Work effectively in a team environment.
- Cash receipting.
- Word for Windows, Access and Excel.
- Knowledge of court procedures and legal terminology.

NECESSARY SPECIAL REQUIREMENTS:

- No felony convictions in the past seven (7) years.
- Ability to stand or sit for up to eight (8) hours a day.
- Repetitive use of hands and wrists.
- Reach 7" and crouch to the floor.
- Lift up to 50lbs.

CLASS CODE: 8403 SEQUENCE NUMBER: 0070

KING COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. JOB ANNOUNCEMENTS ARE AVAILABLE IN ALTERNATIVE FORMATS FOR PERSONS WITH DISABILITIES.

(206) 296-5209 JOBLINE <http://www.metrokc.gov/ohrm/psd/openings.html> Website Address (206)-296-8535 TTY